



DEPARTMENT OF HEALTH & HUMAN SERVICES  
BEHAVIORAL HEALTH DIVISION

# Milwaukee County

LISA JO MARKS • Interim Director  
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Greetings,

As you may be aware, Milwaukee County Behavioral Health Division Adult Community Services is embarking on a recovery oriented system transformation initiative to partner with the mental health and substance abuse service delivery systems to build a system that is welcoming, recovery oriented, and integrated. Our goal is to create a system that is truly designed at every level to be about the needs of the people with complex problems we are serving, and the values that we all share. We have retained Drs. Ken Minkoff and Christie Cline (ZiaPartners) as consultants to guide us through this process, utilizing their Comprehensive, Continuous, Integrated System of Care (CCISC) process recognized by SAMHSA in its' Report to Congress as a best-practice system integration model. In the CCISC process, all parts of the system engage in a quality improvement partnership so that every aspect of BHD, as well as every program, and every clinician, can make progress toward becoming welcoming, recovery-oriented, and co-occurring capable.

We want to welcome each and every county and contracted provider to join us as a partner in launching this exciting process. We also want to welcome consumers, families, and front-line clinicians to be partners and change agents as well. This project will affect every single mental health and AODA agency currently under contract or fee-for-service agreement with BHD, as well as county operated programs. We are designing the first steps of a working and empowered quality improvement partnership between all levels of the system to make progress toward implementation. Your input is valuable. We are very hopeful to have your organization involved fully right from the beginning, because this initiative will shape the direction of community services for years to come, including those services provided by your agency.

Thank you for joining us.

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